

have been rejected under 35 U.S.C. §103(a) as being obvious over Dekelbaum and U.S. Patent No. 5,884,032 to Bateman et al. After a careful review of the claims (as amended), it is believed that the rejections are in error and, consequently, the rejections are traversed.

2. Claims 1-5, 8, 18-24, 27, 37-42 and 45 have been rejected as being anticipated by Dekelbaum. In response, the claims have been amended to limit the invention to IP telephony.

Since Dekelbaum does not use Internet telephony, the claims are clearly differentiated over Dekelbaum.

3. Claims 6-7, 25-26 and 42-44 have been rejected as obvious over Dekelbaum in view of Gerber. In response, the claims have been amended to limit the invention to IP telephony.

Since neither Dekelbaum or Gerber are concerned with Internet telephony, the combination fails to teach of each and every claim limitation as required by MPEP §2143.03. Since the combination fails to teach each and every claim limitation, the rejection is now improper and should be withdrawn.

4. Claims 9-17, 28-36 and 46-55 have been rejected as being obvious over Dekelbaum and Bateman. In response, claims 9-17, 28-36 and 46-55 have been limited to IP telephony. Claims 9-17, 28-36 and 46-55 have also been limited to selection of an agent based upon determination of a type of problem associated

with each audio-access icon, detecting an activation of an audio access icon of the plurality of icons and selecting an agent with a best relative ability to address the problem based upon the determined type of problem and a skills list for the agent group.

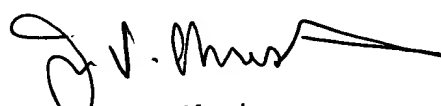
Since the combination of Dekelbaum and Batemam fail to teach Internet telephony in combination with agent selection based upon skill, the combination fails to teach of each and every claim limitation as required by MPEP §2143.03. Since the combination fails to teach each and every claim limitation, the rejection is now improper and should be withdrawn.

5. For the foregoing reasons, allowance of claims 1-55 as now presented, is believed to be in order and such action is earnestly solicited. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, he is respectfully requested to telephone applicant's undersigned attorney.

Respectfully submitted,

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